

INTEGRATED APPROACH TO RESULTS-DRIVE SERVICES STAKEHOLDER COMMUNICATION

The successful implementation of the integrated approach for results requires the meaningful involvement of key stakeholders and open, on-going communication within the City organization and to the public.

Mayor and City Council – Direct communication with the Mayor and Mayor’s staff will occur prior to launch of the effort and during its implementation. The City Council will discuss the scope and implementation plan for the integrated approach at a Committee of the Whole meeting. Discussions with the Council will occur at milestones throughout implementation.

Administration Senior/Executive Staff – The Senior and Executive Staff will participate in working sessions to become familiar with the integrated approach and will be directly involved in the efforts in their departments. Senior Staff will be members of the Steering Team for the effort. Regular updates will be provided at Senior and Executive staff meetings.

Council Appointee Executive Staff – Executive staff of the Council Appointee offices will participate in introductory meetings and in working sessions with the Administration’s executive staff. Council Appointees will be directly involved in the efforts in their organizations.

Bargaining Units – Direct communication with the City Labor Alliance will occur prior to the launch of the effort and during its implementation. CLA representatives will participate in working sessions with citywide executive staff. Labor representatives will be on the Steering Team.

Employee Forums – Forums to introduce employees to the approach and the implementation plan will be held following the City Council Committee of the Whole. Forums will be provided to ensure that employees on all shifts and at outlying sites have sufficient opportunity to attend.

Benefits and Concerns Workshops – Throughout the implementation, workshops will be provided for front-line employees to discuss with labor representatives any issues regarding the process.

Written and Electronic Information -- A simple brochure will be developed to describe the integrated approach and all relevant information will be provided on the City’s Web site.

Public/Media Communication – The Mayor and City Manager will communicate with the media on an on-going basis, as needed, to keep the public informed of the effort.